



December 21, 2020

Web Announcement 2377

## **Update to Institutional Claims Reprocessed for Denials with Error Code 2504 (Client Covered by Private Insurance)**

Update to [Web Announcement 2299](#): The first claims reprocessing effort for claims that denied in error with error code 2504 (Client Covered by Private Insurance) may not have included all impacted claims. (Results of the first reprocessing of claims appeared on remittance advices dated October 23, 2020.) As a result, institutional claims that denied with error code 2504 have been reprocessed again to include claims with dates of service March 1, 2019, through **October 20, 2020**.

Results of the second automatic claims reprocessing effort appear on remittance advices dated December 25, 2020.

Please note: When claims are reprocessed, please be aware that all system and clinical claim editor edits are applicable. As a result, there may be no additional payment, and other claim denials may be received. Providers have the right to appeal denied claims, including those denied upon reprocessing. Please refer to [Medicaid Services Manual Chapter 100](#) and the [Billing Manual](#) for information concerning the claim appeal process and time frames.